



SF 2145

PATENT  
Attorney Docket No.: NUASI-00200

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Justin Broughton et al.

Serial No.: 09/774,944

Filed: January 30, 2001

For: **DIGITAL MULTIMEDIA  
CONTACT CENTER WITH TIER  
ESCALATION AND DE-  
ESCALATION IN RESPONSE TO  
CHANGED CRITERIA**

) Group Art Unit: 2145

) Examiner: Winder, Patrice L.

) **TRANSMITTAL LETTER**

) 162 North Wolfe Road  
) Sunnyvale, California 94086  
) (408) 530-9700

) Customer Number 28960

Mail Stop Non-Fee Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

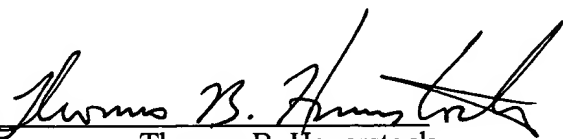
Sir:

Enclosed please find a response to an office action mailed on March 23, 2006 for filing with the U.S. Patent and Trademark Office.

The Commissioner is authorized to charge any additional fee or credit any overpayment to our Deposit Account No. 08-1275. **An originally executed duplicate of this transmittal is enclosed for this purpose.**

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

Dated: June 23, 2006

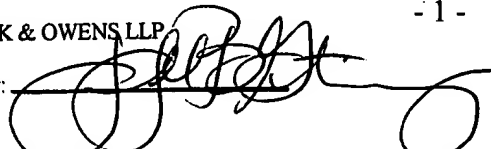
By:   
Thomas B. Haverstock  
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CERTIFICATE OF MAILING (37 CFR § 1.8(a))

I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the U.S. Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to the: Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450

HAVERSTOCK & OWENS LLP

Date: 6-23-06 By: 



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|----------------------------------|---|---|
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| Justin Broughton et al.          | ) | Examiner: Winder, Patrice L.              |
| Serial No.: 09/774,944           | ) | <b><u>RESPONSE TO OFFICIAL ACTION</u></b> |
| Filed: January 30, 2001          | ) | <b><u>MAILED March 23, 2006</u></b>       |
| For: <b>DIGITAL MULTIMEDIA</b>   | ) | 162 North Wolfe Road                      |
| <b>CONTACT CENTER WITH TIER</b>  | ) | Sunnyvale, California 94086               |
| <b>ESCALATION AND DE-</b>        | ) | (408)530-9700                             |
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| <b>CHANGED CRITERIA</b>          | ) |   |

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Sir:

Please amend the above-identified application as follows:

**AMENDMENTS TO THE CLAIMS** begin on page 2 of this paper.

**REMARKS** begin on page 15 of this paper.